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|  | **Question** | **Area of FAQ** | **Reason Believed Clients Ask Question** | **Answer** |
| 1 | What is B2B? How does know our users’ credentials and passwords? | General B2B use | They do not understand what Azure B2B is and/or they have not had a reason to use it in prior engagements with external third-parties in Azure. | [Clara for clients utilizes Microsoft Azure Active Directory (Azure AD) Business to Business (B2B) for the authentication model to invite guest users to collaborate with us and use their own credentials to access/log in. See the Microsoft documentation regarding B2B collaboration overview for further information.](https://urldefense.com/v3/__https:/docs.microsoft.com/en-us/azure/active-directory/external-identities/what-is-b2b__;!!OgNkHJCYlf_CHg!fF_qhCMSjMT-GOaTduR3kzT_lamy9Q2eyyUdb8R1CSEBn1pvYf5QfszFENbhOUaxpkf-dzTb9UM1dQNZTL80hH0mLA$) |
| 2 | We do not use Azure or not aware we use Azure for Active Directory, is there a way for our entity to confirm Azure use? | General B2B use | They do not know they use Azure Active Directory. | Use the public Azure web service (<https://gettenantpartitionweb.azurewebsites.net/>) to determine if your organization has any subscription with Azure services. |
| 3 | What steps does our organization need to do to set up B2B to be enabled for our users can use ? | Initial B2B setup | Never have setup B2b with another provider or another firm. | If Azure AD B2B is not yet enabled for external collaboration for your users, follow the steps here on Microsoft’s page on setting up B2B collaboration with an external organization. |
| [Configure B2B collaboration cross-tenant access - Azure AD - Microsoft Entra | Microsoft Learn](https://learn.microsoft.com/en-us/azure/active-directory/external-identities/cross-tenant-access-settings-b2b-collaboration) |
| 4 | What is the Tenant ID and do we need it to enabled B2B for use with ? | Initial B2B setup | Enable B2B to allow users from the organization to access another organization's application. | Tenant ID generally is not needed to enable B2B for use, however, if your organization is desiring to use cross tenant access settings, the tenant ID can be provided by Cloud Operations. |
| 5 | What is the Domain Name and do we need it to enabled B2B for use with ? | Initial B2B setup | Enable B2B to allow users from the organization to access another organization's application. | .ONMICROSOFT.COM  Domain name generally is not needed to enable B2B for use, however, if your organization is desiring to use cross tenant access settings, the domain name is needed for Tenant Restrictions. |
| 6 | What is the Application ID and do we need it to enabled B2B for use with ? | Initial B2B setup | Cross tenant access settings setup - to restrict users access to certain external applications through B2B collaboration. | The application utilizes SharePoint Online as a SaaS platform, the application ID is the enterprise app for O365 SharePoint Online Enterprise Application.  The application is not a custom application, therefore application ID s not needed for B2B enablement.  Application ID generally is not needed to enable B2B for use, however, if your organization is desiring to use cross tenant access settings, the application ID is needed for Tenant Restrictions. |
| 7 | Can integrate with our organization’s entitlement system? | General B2B use |  | The engagement team manages client user access to Clara for clients. does not support integration with organization’s entitlement systems for granting access to Clara for clients. |
| 8 | Can we use SAML (Direct Federation or now called SAML/WS-Fed identity provider (IdP) federation) with ? | General B2B use |  | Not supported by Microsoft.  If a client is using Azure AD they cannot using SAML.  Details from Microsoft here: <https://learn.microsoft.com/en-us/azure/active-directory/external-identities/direct-federation#can-i-set-up-samlws-fed-idp-federation-with-azure-ad-verified-domains> |
| 9 | Can we use B2B direct with ? | General B2B use |  | Currently this is NOT supported by (not scalable as Microsoft allows a finite amount of whitelisting IP ranges, and Global manages all member firms).  Azure B2B is what we are currently supporting. |
| 10 | Can we use Azure AD B2C with ? | General B2B use |  | No, Azure AD B2C is a separate product in Azure and does not integrate with SharePoint Online (SPO), which Clara for clients utilizes. |
| 11 | Do you offer IP whitelisting to restrict our users from accessing for non-client devices? | Initial B2B setup |  | does support IP whitelisting as an alternative for device restriction policies that are managed from the  client organization side. |
| 12 | Does support Cross Tenant Access Settings feature to be used with ? | Initial B2B setup |  | does not currently support Cross Tenant Settings feature. |
| 13 | Can you trust our MFA through a Conditional Access Policy? | Initial B2B setup |  | requires all external users to complete Multi-factor authentication to access . does not support “trust” relationships with external organizations through cross access tenant settings. |
| 14 | What URLs, subdomains, and/or IP ranges do we need to whitelist and/or unblock for ? Examples of subdomains:  Example Name:    [dual-spo-0004.spo-msedge.net](http://dual-spo-0004.spo-msedge.net) Addresses:  13.107.136.9           13.107.138.9 Aliases:  [conocophillips.sharepoint.com](http://conocophillips.sharepoint.com) [602-ipv4e.clump.prod.aa-rt.sharepoint.com](http://602-ipv4e.clump.prod.aa-rt.sharepoint.com) [18696-ipv4e.farm.prod.aa-rt.sharepoint.com](http://18696-ipv4e.farm.prod.aa-rt.sharepoint.com) [18696-ipv4e.farm.prod.sharepointonline.com.akadns.net](http://18696-ipv4e.farm.prod.sharepointonline.com.akadns.net) [18696-ipv4.farm.prod.aa-rt.sharepoint.com.dual-spo-0004.spo-msedge.net](http://18696-ipv4.farm.prod.aa-rt.sharepoint.com.dual-spo-0004.spo-msedge.net) | Initial B2B setup |  | Whitelist the following domains: [https://us.sharepoint.com/\*](https://kpmgus.sharepoint.com/*) [https://login.microsoftonline.com/\*](https://login.microsoftonline.com/*)  Additionally, in order to enable the use of these cloud services, Microsoft® publishes the details of the endpoints that need to be accessible (i.e., not blocked or specifically whitelisted). |
| Office 365 URLs and IP address ranges - Microsoft 365 Enterprise | Microsoft Learn |
| The documentation published by Microsoft® encompasses all services available in the Microsoft cloud®. The sections that are specific to the Clara solution architecture are listed under the headings: SharePoint online Microsoft 365 common and Office Online  As these endpoints are subject to change overtime, it’s important that this information is monitored, and any associated whitelisting rules are updated in accordance with changes.   Subdomains XYX |
| 15 | Are third-party cookies in the browser required to be enabled for the sites for our users to access ? | Initial B2B setup |  | \*\*Developers/Application owner needs to advise on if it is required to access/use |
| 16 | Our company will not allow use of B2B with are their alternative options to allow our users to access ? | General B2B use |  | user Microsoft's Azure Active Directory Business to Business (B2B) for authentication of guest users to Clara for clients. If your organization's users have an Azure ID in your tenant they will log in with that account, however, if your organization does not have Azure IDs or use Azure then guest users will be prompted to self-register for a Microsoft account upon clicking the guest user redemption invitation. B2B performs a validation upon initiating the user by their email address as a new guest user, therefore, if the email address is associated to a Azure ID users must use that account to log in to Clara for clients. |
| 17 | Our organization has primary and alternate Azure IDs for each employee, why do our users authenticate with the alternate ID rather than their email address? | B2B use |  | Microsoft Guide to Configuring Alternate ID: [Configuring Alternate Login ID | Microsoft Learn](https://learn.microsoft.com/en-us/windows-server/identity/ad-fs/operations/configuring-alternate-login-id) |
| 18 | Can you provide instructions for accepting guest invitations from Azure B2B? | B2B use |  | [-guest-user-registration-and-login-guide.pdf (.com)](https://assets.kpmg.com/content/dam/kpmg/us/pdf/2021/09/kcfc-guest-user-registration-and-login-guide.pdf) |
| 19 | External Invitation Redemption Process in Azure B2B | B2B use |  | <https://learn.microsoft.com/en-us/azure/active-directory/external-identities/redemption-experience#invitation-redemption-flow> |